**TOP FREQUENTLY ASKED QUESTIONS ABOUT BACKGROUND CHECKS**

**1. I’m concerned about Identity Theft; how am I protected from this happening and who will cover the expense should Active Screening Faith ever be hacked?** This is a real concern of many. Our background check provider, Active Screening Faith has a 5-million-dollar policy for cyber security that includes hacking and even a response team to address problems immediately.  In addition, we also have a special rider on top of this policy that specifically covers claims related to FCRA disputes and compliance. They have protocols in place that dictate what they are to do in the event of a security breach.

Their data provider must pass a Level 1 EI3PA Assessment every year to access the criminal databases.  With this certification comes significant and stringent security protocols that must be kept in place.  Data is kept on private servers inaccessible to the public.  Several firewalls are in place to protect data and prevent intrusions.  These security settings are checked and approved by Equifax, Transunion, and Experian.  If a breach occurs, systems are in place to notify users as well as track the incoming breach.

**2. How do I know that my personal data is safe when sharing through email? Can I send it through snail mail?** None of the applicant's information is ever exposed to electronic email. They provide 2 emails with login information. The first has a username and link to click on for logging in. The second email has a temporary password. The first thing the applicant must do upon logging in is change the password to something unique that only they have access to. From there, every keystroke is encrypted all the way through the process of our research and even returning to you. When the report is returned, the applicant's data is truncated so that you do not have visibility to their data.   
   
Having the applicant's private information on paper is far less secure than being maintained in an encrypted system with several firewalls.  If you choose to have them complete a paper form, you must then secure that information at your location, which is why the Diocesan Office manages paper documents.

**3. My parish priest said that I would receive an email with a link to complete my background check application – what email address will it come from?** The email will come from [cs@activescreeningfaith.com](mailto:cs@activescreeningfaith.com) but remember, the information is not collected via email.

**4. Is there a way to “grandfather” in existing staff so that we don’t need to check their education again?** Yes, we have added new modules to accommodate this. For newly hired staff you would select from “Initial” background check options, for existing staff you would select from “renewal” background check options.

**5. What should I do if the person who needs a background check doesn’t have an email address or a social security number?** A background check can still be done; just email Jimi Paderick at [jpaderick@diocese-eastcarolina.org](mailto:jpaderick@diocese-eastcarolina.org) and she’ll be glad to assist you.

*If you have a question that is not listed above, please email Jimi Paderick for assistance.*